



HUMAN RESOURCES DEPARTMENT

City of Burlington

200 Church Street, Suite 102, Burlington, VT 05401

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CUSTOMER CARE REPRESENTATIVE BURLINGTON ELECTRIC DEPARTMENT

POSTING DATE: January 13, 2016
RANGE OF PAY: \$17.82 - \$29.21/hour
EXEMPT/NON-EXEMPT: Non-Exempt

DEADLINE TO APPLY: January 29, 2016
POSITION STATUS: Regular Full Time
CLASSIFICATION GRADE: 008
UNION: IBEW

The Customer Care Representative (CCR) position is responsible for providing courteous and accurate responses to all customer inquiries. This position is also responsible for communicating information concerning BED's policies, programs and services, and for relaying customer input to appropriate Departmental Staff.

Essential Job Functions:

- Processes all Customer Care requests including, but not limited to service orders, title searches, energy audits, budget payment plans, and consumption history information.
- Works with Departmental staff to provide BED customers necessary information concerning BED's programs, rates, services and policies.
- Answers phone requests and respond accordingly.
- Serves as a liaison between the customer and BED to provide the full range of services, for inquiries either in person, by telephone, or email
- Responds to customer inquiries or complaints concerning BED or utility-related issues in a timely fashion, including power outages.
- Negotiates repayment agreements.
- Processes customer payments received at drive-up window, from walk-ins, and by mail..
- Participates in covering cashier function in a rotation with other CCRs or as needed.
- Maintains active delinquency accounts.
- Provides services that promote BED energy efficiency programs to residential and small commercial customers.
- Performs daily audits of billing practices to identify variances in high or low kilowatt- hour readings to ensure accuracy.
- Represents BED's programs and services at exhibitions, conferences, and City functions.
- Processes electronic payments including checks, debit cards, and credit cards.
- Receives, greets, serves, and properly routes in-coming customers/visitors.
- Performs other responsibilities to cover for co-workers during their absences and during high-volume periods of time as directed.

Minimum Qualifications/Basic Job Requirements:

- Associates Degree and two (2) years of customer service experience serving a broad range of customers required. At least four (4) years of relevant experience may be substituted for the educational requirements.
- Experience within an electric utility preferred.
- Ability to work in a Windows based environment with database, spreadsheet, and word processing software.
- Must be able to work independently and as part of the customer care team in a complex, detail-oriented environment, which features many repetitive tasks and deadlines.
- Demonstrated organizational, verbal, and written communication skills required.
- Experience with AS400 or other mainframe computing preferred.
- Must be flexible and able to handle multiple tasks concurrently.
- Must be able to operate standard and computerized office equipment.
- Must be able to post data and make rapid, accurate mathematical computations.
- Ability to use a 10-key calculator with speed and accuracy.
- Rotating shifts as assigned.
- Must be able to occasionally work overtime.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity, and inclusion as evidence by ongoing trainings and professional development.
- Regular attendance is necessary and essential to meeting the expectations of the job functions.
- Ability to understand and comply with City standards, safety rules, and personnel policies.

To Apply: Submit cover letter, resume and a City of Burlington Application to: Human Resources Department, 200 Church Street, Suite 102, Burlington, Vermont 05401. To obtain an application or for more information about the City of Burlington, please see our website: www.burlingtonvt.gov/HR . The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities.

For accessibility information or alternative formats, please contact Human Resources Department at 865-7145.

WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY. EOE.